



Equal Employment Opportunity Commission (EEOC)

EEOC Public Portal User's Guide

Vol 3 – Post-Inquiry Tasks

November 13, 2020

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Introduction to the EEOC Public Portal

The EEOC Public Portal is a secure, web-based application developed for individuals to interact with the EEOC regarding a complaint of employment discrimination. Using the EEOC Public Portal, you may file a complaint against an employer in the Private Sector (i.e. Business or non-profit) or a State or Local Government Agency. If you work or worked for the U.S. Federal Government as an employee or a contractor, or applied to work for the Federal Government, you may request a hearing with or appeal a decision to the EEOC regarding your formal EEO complaint. The EEOC Public Portal is the primary point of communication between you and the EEOC.

About the User's Guide

The EEOC Public Portal User's Guide ("User's Guide") provides comprehensive guidance for using the EEOC Public Portal's features and functions. The User's Guide is published as individual documents, each of which covers a feature or related features of the EEOC Public Portal.

The following EEOC Public Portal User's Guide documents are available; the highlighted Document Name is the one you're reading right now:

- ❖ Vol 1 – Getting Started (learn about logging into the EEOC Public Portal, the Portal structure, and other basic information)
- ❖ Vol 2 – Submit an Online Inquiry to the EEOC
- ❖ Vol 3 – Post-Inquiry Tasks (learn about scheduling an interview with the EEOC, entering Supplemental Information, filing a Charge of Discrimination)
- ❖ Vol 4 – Post-Charge Tasks (learn how to check the status of your case, respond to an Invitation to Mediate, request/respond to a Respondent's Position Statement)
- ❖ Vol 5 – Charge Closure (learn what happens when your charge has been closed)
- ❖ Vol 6 – Hearings with the EEOC
- ❖ Vol 7 – Appeals to the EEOC
- ❖ Vol 8 – Manage Case/Charge Information (learn how to display information about your case, enter/update your personal information, add representatives, and submit/receive documents associated with your case)

Chapter 1 What Happens After Submitting an Inquiry

After you have successfully submitted an inquiry to the EEOC, you must schedule an interview with an EEOC representative to proceed with the complaint (see Chapter 2). You will also be able to enter any additional information you may have before the interview (see Chapter 3).

After you have met with the EEOC, if they find the complaint is covered by EEOC's laws, you will receive a Charge of Discrimination prepared by the EEOC. A Charge of Discrimination is a formal complaint of employment discrimination filed with the EEOC; it is the legal document of record. Once you have received a charge of discrimination, you may sign it and use it to file a complaint of employment discrimination with the EEOC (see Chapter 4). The organization named in your complaint will then receive an official notice of the charge.

Each of these tasks (schedule an interview, enter supplemental information, sign & file a formal charge) can be performed using the EEOC Public Portal and are described in the chapters that follow.

Chapter 2 Schedule an Interview

To schedule an interview, perform the following steps:

- Step 1.** Click on the **Schedule an Interview** button, which can be located in one of the following ways:
- The button is displayed on the bottom of the confirmation/inquiry status page after you submit an inquiry, or
 - When you select **My Cases** and login, the button is displayed on the bottom of the **My Charge** page with a prompt to enter supplemental information. (If you have more than one case submitted with the EEOC, the **My Cases listing** will display first; click on the **Case Number** to access the **My Charge** page.)

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Welcome, [Snow](#) | [Log Out](#)

Filing with EEOC

Assessment > Inquiry > **Schedule Interview** > More Details > File Charge

Supplemental Inquiry Information

The following questions seek additional basic information that will help you and the EEOC representative prepare for your interview. You may add or edit this information now, or you may return at a later date to do so, up until you have your interview with EEOC. **The answers you provide are confidential and will not be disclosed to your employer at this time.**

ANSWERING THESE QUESTIONS IS NOT THE SAME AS FILING A CHARGE OF DISCRIMINATION.

A charge of discrimination is a signed statement asserting that an organization engaged in employment discrimination. It requests EEOC to take remedial action. The laws enforced by EEOC, except for the Equal Pay Act, require you to before [filing a charge](#) you can file a lawsuit for unlawful discrimination. There are strict [time limits for filing a charge](#).

[View Inquiry](#) [Schedule an Interview](#)

[Back to My Cases](#) [Return Home](#)

[Next](#)

The inquiry status page displays. You must select an area office at which to schedule the interview using the drop-down list provided. After you have selected an office, click on **Schedule an interview** again to continue.

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Filing with EEOC

Assessment > Inquiry > **Schedule Interview** > More Details > File Charge

You have completed two of four required parts needed to officially file a charge of discrimination.

1 ✓
File a Complaint

2 ✓
Online Inquiry

3
Schedule an Interview

4
Supplemental Information

Inquiry Submitted

Your inquiry has been successfully submitted to EEOC. You should write down the following inquiry number **440-2020-00084** and refer to it when contacting the EEOC.

Online Scheduling


You are now ready to schedule an interview with an EEOC representative, and will be directed to the scheduling calendar of the appropriate office when you click "Schedule an Interview" below. You must schedule an interview, we will not take any action on your inquiry. Based on the information you provided, you can schedule an interview at the following office(s):

[My Cases](#) [Schedule an Interview](#)

Step 2. A page with general appointment information displays. On this page you may provide information about the interview, including:

- Interview type – The type of interview you are requesting (e.g. in-person or by phone);
- Preferred language – If you require an interpreter, select the language that will need to be translated;
- Phone Number – Telephone number to use to contact you regarding this appointment;
- Notification Method – If you want to receive text reminders on your mobile phone, select 'Email & Text Message' from the **Preferred Notification Method** drop-down list; you will be asked to verify your phone number by entering a code sent by the system to the phone number you entered. To receive notifications by email only, select 'Email';
- Any additional information to help the interview go smoothly (e.g. "I use a wheelchair", "I use ASL", etc.)

When you have made your selections, click on the **Next** button to continue.



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Appointment Scheduling Step 1 of 3

[EEOC Public Portal](#) [Next](#) [Cancel](#)

Please enter information about your appointment and click the **Next** button when you are ready to choose your appointment time.

Your Name: *

EEOC Number: 440-2020-00084

Appointment Office: Chicago (Time Zone: Central)

Office Address: 500 West Madison Street, Suite 2000, Chicago, Illinois 60661

Description: Welcome to the EEOC Chicago office located at 500 West Madison, Suite 2000, Chicago, IL 60661. The office is located in downtown Chicago on the corner of Madison and Canal Street, one block west of the Chicago river and three blocks east of the Kennedy expressway. The Chicago District Office is open Monday through Friday, 8:30 a.m. to 4:00 p.m. Everyone visiting our offices must present a photo ID at the building security desk. Individuals wishing to file charges of discrimination may schedule an interview for time slots available at 8:45 am, 10:45 am, 1:00 p.m. and 3:00 p.m. on Monday through Friday, except federal holidays. If you are unable to schedule an appointment, walk-ins may be seen if arrival time is prior to 11:30 a.m. Individuals with an appointment who arrive late 15 minutes or more, will be treated as a walk-in and may have to re-schedule their appointment.

What type of interview are you requesting:

☐ **In-Person** Suggested for those within 50-miles of the office

☒ **By-Phone**

If you need an interpreter, what is your preferred language? (e.g., Spanish, ASL, etc.):

Your E-mail (Required): *

Please provide a **valid 10 digit mobile phone number** below if you want to receive text appointment notifications. Message and data rates may apply.

What is your phone number (Required): *

Please select **Email & Text Message** below to receive appointment notifications to both your registered email address and mobile phone

Preferred Notification Method (Required):

Is there any other information that EEOC should have to make the interview go smoothly? (such as "I use a wheelchair", "I use ASL", etc.)

[EEOC Public Portal](#) [Next](#) [Cancel](#)

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Step 3. The **Appointment Date Selector** screen displays a calendar from which to select a date/time for your appointment. Use the arrow keys to navigate between months. Select the date first:



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Appointment Scheduling Step 2 of 3

[Go Back](#) [EEOC Public Portal](#)

Please select **Date** for your appointment

← Appointment Date Selector →


Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		11/10/2020	11/11/2020	11/12/2020	11/13/2020	11/14/2020
11/15/2020	11/16/2020	11/17/2020	11/18/2020	11/19/2020	11/20/2020	11/21/2020
11/22/2020	11/23/2020	11/24/2020	11/25/2020	11/26/2020	11/27/2020	11/28/2020
11/29/2020	11/30/2020	12/01/2020	12/02/2020	12/03/2020	12/04/2020	12/05/2020
12/06/2020	12/07/2020	12/08/2020	12/09/2020			

← →

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Then select a time from the available choices that are displayed:



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Appointment Scheduling Step 2 of 3

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Please select **Time** for your appointment

Appointment Time Selector

08:45 AM 10:45 AM 01:00 PM 03:00 PM

← Appointment Date Selector →

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		11/10/2020	11/11/2020	11/12/2020	11/13/2020	11/14/2020
11/15/2020	11/16/2020	11/17/2020	11/18/2020	11/19/2020	11/20/2020	11/21/2020
11/22/2020	11/23/2020	11/24/2020	11/25/2020	11/26/2020	11/27/2020	11/28/2020
11/29/2020	11/30/2020	12/01/2020	12/02/2020	12/03/2020	12/04/2020	12/05/2020
12/06/2020	12/07/2020	12/08/2020	12/09/2020			

← →

[Go Back](#) [EEOC Public Portal](#)

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Step 4. After both date and time are selected, a page will automatically display with your selections. Click on the **Confirm** button to confirm the appointment. Click on the **Go Back** link to make changes.

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Appointment Scheduling (Step 3 of 3)

Please review the information below for accuracy. Click the **Confirm** button to schedule your appointment.

Your Name: Snow White
Your E-Mail: swhite@mailinator.com
Your Phone Number: (413) 555-5560
Interpreter/Language: No interpreter needed
Additional Information:

Appointment Code: 440-2020-00084
Appointment Date: Tuesday, 11/17/2020
Appointment Time: 01:00 PM (Time Zone: Central)
Appointment Office: Chicago
Office Address: 500 West Madison Street, Suite 2000, Chicago, Illinois 60661
What type of interview : Phone

[EEOC Public Portal](#) [Go Back](#) [Confirm](#)

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Step 5. A confirmation page displays indicating that the interview is scheduled. You will be sent an email with the same information that appears on the page.

U.S. Equal Employment Opportunity Commission Public Portal

Your Appointment is Scheduled

Your appointment has been scheduled

Your Name: Snow White
Your E-Mail: swhite@mailinator.com
Your Phone Number: (413) 555-5560
Interpreter/Language: No interpreter needed
Additional Information:

Appointment Code: 440-2020-00084
Appointment Date: Tuesday, 11/17/2020
Appointment Time: 01:00 PM (Time Zone: Central)
Appointment Office: Chicago
Office Address: 500 West Madison Street, Suite 2000, Chicago, Illinois 60661
What type of interview : Phone

On the day of your interview, please have the password for your EEOC Public Portal user account with you.

An email has been sent to **swhite@mailinator.com**, confirming that your appointment is scheduled. **Failure to confirm your attendance by 11/12/2020 will result in the cancellation of your appointment.**

Now that you have scheduled an appointment for an interview, please click "Next" below to answer a few important questions about your inquiry. Your responses can help make the interview more productive and efficient. The information you provide is confidential and will not be disclosed to your employer during an investigation.

[EEOC Public Portal](#) [Next](#)

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Click on the **Next** button to continue. You will be returned to the **My Charge** page.

Step 6. If you need to change or cancel the interview, you can do that through the EEOC Public Portal also. Go to the **My Charge page** and click on the **Schedule an Interview** button and it displays **Reschedule Appointment** and **Cancel Appointment** buttons. You will be sent an email confirming the change.

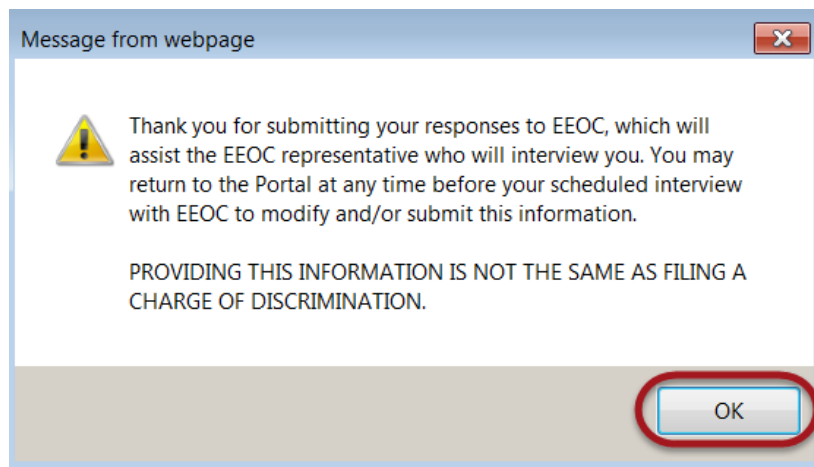
Step 7. You will be sent emails 20, 5, and 1 business day(s) before your appointment to remind you of the date and time of your appointment. When you receive the 5-day reminder, you must confirm that you will come to the interview on the date and time scheduled no later than 3 days prior to the appointment or it will be cancelled. You may also reschedule your appointment if you need to. The demand for EEOC appointments is very high, and they are trying to make more appointments available.

If you selected 'Email & Text Message' as your notification method, the appointment reminders will also be sent as a text message to the mobile phone number you entered when you scheduled the interview. You may reply either by email or text message to confirm the interview appointment. You will also receive a text message if you choose to cancel your appointment, or if it is cancelled by the system should you fail to confirm your appointment in time after receiving the 5-day reminder message.

Chapter 3 Enter Supplemental Information

You will have the opportunity to provide additional information you may have, at any time prior to the interview. This information can help make the interview more productive and efficient. To do so:

- Step 1.** Select **My Cases** and log in. If the **My Cases listing** is displayed, select the appropriate inquiry by clicking on the **Case Number** to access the **My Charge** page.
- Step 2.** The **My Charge** page displays with a prompt to enter supplemental information (as shown in Chapter 2 above). Click on the **Next** button.
- Step 3.** You will be asked a series of four fill-in-the-blank questions. Answer any or all of the questions. Click on the **Next** button after answering a question. When you are finished entering supplemental information click on the **Save and Submit** button.
- Step 4.** A confirmation pop-up window displays. Click on the **OK** button to continue.



- **Tip!** You may return as often as you wish before the interview to edit the information you provided, until the EEOC locks the inquiry.
- **Tip!** Typically, the EEOC will lock the inquiry 24-48 hours before the scheduled interview, to review the information submitted. If you login to the Public Portal when the inquiry is locked, you will see a message indicating that "additional information cannot be entered at this time". You can still view the information you submitted for the inquiry by clicking on the **View Inquiry** button.

Chapter 4 File the Charge of Discrimination

The EEOC sends the Charge of Discrimination electronically to you via the EEOC Public Portal. You can view, recommend changes to, and sign and file the Charge of Discrimination through the EEOC Public Portal. To file a Charge of Discrimination:

- Step 1.** The EEOC sends the Charge of Discrimination to the EEOC Public Portal. You will receive an email that the Charge of Discrimination is available for review.
- Step 2.** Open the EEOC Public Portal and click on **My Cases**.



- Step 3.** The login page displays. Enter your user ID and password to login.
- Step 4.** If you have more than one case submitted with the EEOC, the **My Cases listing** displays first; click on the Charge Number to access the **My Charge** page.
- Step 5.** The **My Charge** page displays with the information relating to the Charge of Discrimination that the EEOC has prepared.
- **Tip!** If you want to view the inquiry that you submitted, click on the **View Inquiry** button.

U.S. Equal Employment Opportunity Commission

Welcome, Joan | Log Out

Filing with EEOC

Assessment Inquiry Schedule Interview More Details File Charge

Charge of Discrimination - Please Review Carefully

EEOC has prepared the following Charge of Discrimination based on the information you provided. Please carefully review the information below to ensure it is accurate.

If you agree with the contents of the charge, click **Sign & File**. This will file the charge with EEOC and send notice to the Respondent employer of your charge.

If the contents are not accurate or you wish to recommend a change, click **Recommend Change**.

If you no longer wish to file a charge of discrimination with EEOC, click **Do Not File**. If you do not file a timely charge, you cannot file a discrimination lawsuit in court.

This Charge will be presented to **United States Equal Employment Opportunity Commission (EEOC)**, which may share jurisdiction for the Charge with the **Chicago District Office**.

The EEOC Number for this Charge is **440-2018-00200**

[View Inquiry](#)

Information about you

The Charge is being filed by you, **Ms. Joan Person**

You reside at **1600 Town Lane CHICAGO IL 60601**

Your Home Phone Number is **(555) 413-4567**

Your personal email is **jperson@mailinator.com**

Your Year of Birth

Information about the company or organization that you believe discriminated against you

The company or organization name is **BIG BUSINESS**

It is located at **155 Main Street CHICAGO IL 60601**

Step 6. Scroll down the page to the **Recommended Changes** section and click on the **View Charge Document** at the bottom of the page to view the Charge of Discrimination.

- **Tip!** If you need to change the supplemental information for your inquiry before filing the charge, EEOC will unlock the inquiry. When the inquiry is unlocked, the Supplemental Inquiry Information page displays for you to edit the supplemental information. EEOC will modify the charge particulars as needed and resend the charge to you for review in the EEOC Public Portal.
- **Tip!** If you no longer want to file the charge, click on the **Do Not File** button.

Step 7. A pair of radio buttons, **Yes** or **No**, displays to indicate if you want to make changes to the document.

Recommend Changes

Please indicate below any changes or corrections you would like EEOC to make to the contents of the Charge of Discrimination before you file it. Click Submit Changes when you're ready to send your recommendations. EEOC will review your recommendations and revise the Charge of Discrimination as necessary. You will be able to review the revised Charge of Discrimination information before you agree to sign and submit it.

Please remember that submitting recommendations for changes or corrections is NOT the same as filing a charge of discrimination. A charge of discrimination is a signed statement asserting that an organization engaged in employment discrimination. It requests EEOC to take remedial action. The laws enforced by EEOC require you to file a charge before you can file a lawsuit for unlawful discrimination. Click here for more information about [filing a charge](#). There are strict [time limits for filing a charge](#).

Using the radio buttons, please indicate whether you wish to recommend changes. Yes ☐ No ☐

View Charge Document **Do Not File**

Step 8. If you want to make changes or corrections to the Charge of Discrimination, click on the **Yes** button. A space to enter changes and a **Submit Changes** button are displayed.

Enter your recommendations in the space provided and click on the **Submit Changes** button. Your changes will be automatically sent to the EEOC.

Recommend Changes

Please indicate below any changes or corrections you would like EEOC to make to the contents of the Charge of Discrimination before you file it. Click Submit Changes when you're ready to send your recommendations. EEOC will review your recommendations and revise the Charge of Discrimination as necessary. You will be able to review the revised Charge of Discrimination information before you agree to sign and submit it.

Please remember that submitting recommendations for changes or corrections is NOT the same as filing a charge of discrimination. A charge of discrimination is a signed statement asserting that an organization engaged in employment discrimination. It requests EEOC to take remedial action. The laws enforced by EEOC require you to file a charge before you can file a lawsuit for unlawful discrimination. Click here for more information about [filing a charge](#). There are strict [time limits for filing a charge](#).

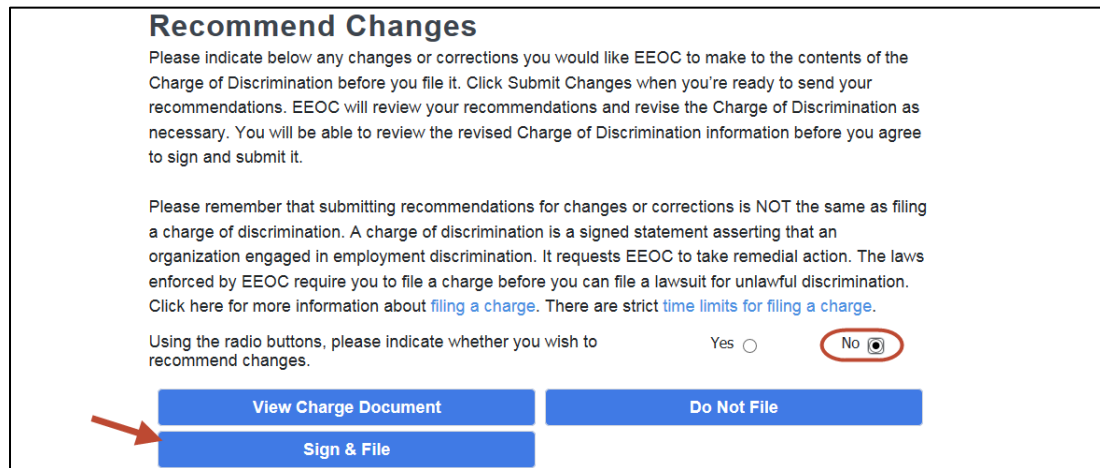
Using the radio buttons, please indicate whether you wish to recommend changes. Yes ☒ No ☐

Submit Changes **View Charge Document**

Do Not File

The EEOC addresses the recommended changes and sends the modified document back to you for review (Note: this step can be repeated if necessary).

Step 9. When you are ready to file your charge, click on the **No** button. The **Sign & File** button is displayed. Click on the **Sign & File** button to file a formal charge.



Recommend Changes

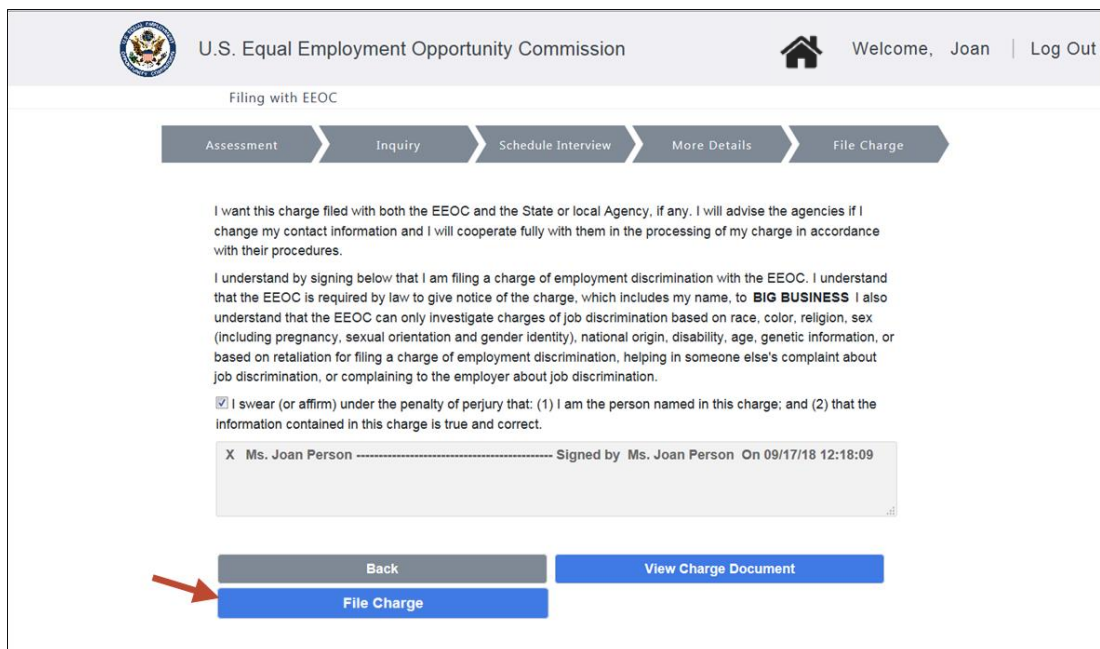
Please indicate below any changes or corrections you would like EEOC to make to the contents of the Charge of Discrimination before you file it. Click Submit Changes when you're ready to send your recommendations. EEOC will review your recommendations and revise the Charge of Discrimination as necessary. You will be able to review the revised Charge of Discrimination information before you agree to sign and submit it.

Please remember that submitting recommendations for changes or corrections is NOT the same as filing a charge of discrimination. A charge of discrimination is a signed statement asserting that an organization engaged in employment discrimination. It requests EEOC to take remedial action. The laws enforced by EEOC require you to file a charge before you can file a lawsuit for unlawful discrimination. Click here for more information about [filing a charge](#). There are strict [time limits for filing a charge](#).

Using the radio buttons, please indicate whether you wish to recommend changes. Yes ☐ No ☒

[View Charge Document](#) [Do Not File](#) [Sign & File](#)

Step 10. The confirmation page will appear. Check the box to confirm that the information in the charge is true and correct and electronically sign the document, then click on the **File Charge** button.



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Welcome, Joan | Log Out

Filing with EEOC

Assessment Inquiry Schedule Interview More Details File Charge

I want this charge filed with both the EEOC and the State or local Agency, if any. I will advise the agencies if I change my contact information and I will cooperate fully with them in the processing of my charge in accordance with their procedures.

I understand by signing below that I am filing a charge of employment discrimination with the EEOC. I understand that the EEOC is required by law to give notice of the charge, which includes my name, to **BIG BUSINESS**. I also understand that the EEOC can only investigate charges of job discrimination based on race, color, religion, sex (including pregnancy, sexual orientation and gender identity), national origin, disability, age, genetic information, or based on retaliation for filing a charge of employment discrimination, helping in someone else's complaint about job discrimination, or complaining to the employer about job discrimination.

☒ I swear (or affirm) under the penalty of perjury that: (1) I am the person named in this charge; and (2) that the information contained in this charge is true and correct.



X Ms. Joan Person Signed by Ms. Joan Person On 09/17/18 12:18:09

[Back](#) [View Charge Document](#) [File Charge](#)

- **Tip!** If you want to view the Charge of Discrimination again before confirming, click on the **View Charge Document** button.
- **Tip!** If you have changed your mind about filing, click on the **Back** button, then click on the **Do Not File** button when the previous page displays.

Step 11. The Charge of Discrimination is automatically regenerated to add your electronic signature and uploaded. A signed copy of the Charge of Discrimination will be emailed to you.

A confirmation page is displayed. Click on the **Home Page** button to continue.

 U.S. Equal Employment Opportunity Commission  Welcome, Joan | [Log Out](#)

Filing with EEOC

[Assessment](#) > [Inquiry](#) > [Schedule Interview](#) > [More Details](#) > [File Charge](#)

Your Charge of Discrimination has been filed. EEOC will send you a signed copy of the Charge of Discrimination by Email to jperson@mailinator.com shortly. Please be advised that **BIG BUSINESS** will also receive a copy of the Charge, as required by law.

[Home Page](#)